



## STUDENT RETENTION PLAN

Revised 12/18/2023

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### Introduction

The Davis Technical College retention committee works to ensure students complete their program of study and graduate with a certificate. This effort involves many different groups across campus.

### Orientation Revamp

Davis Technical College has revamped the orientation process to ensure students have the information they need to be successful. This new program also ensures that students meet faculty members in a face-to-face orientation before their first day of class. Below is an outline of the new orientation process that we have coined *Navigate Davis Tech*:

#### **Step One: Activate** *Applications & Online Orientations*

This step includes the Canvas campus-wide new student orientation that introduces students to our process and orients them on technology, passwords, and signing into systems. Embedding the online orientation into the admissions application ensures every student receives vital information before starting their courses.

#### **Step Two: Calibrate** *Face-to-face Orientations*

Students attend face-to-face program orientations to meet faculty, see the classroom, and learn about program requirements and expectations.

#### **Step Three: Accelerate** *First Day and Faculty Checkpoints*

Students begin the program and have continuous regular meetings with their faculty advisor.

### Start Dates

Programs where students start with a group or cohort tend to retain students better. Research shows that students are more likely to graduate when they are engaged with classmates. The Retention Committee recognized this and elected to move non-cohort-based programs to start dates every other week. This process allows students to begin their program with social support. These students come to the face-to-face orientation together and get to know each other before they start their program.

### Retention Touchpoints

The Retention Committee created the Retention Touchpoints Outline to map the different outreach methods from the beginning of a program to graduation. The touchpoints include face-to-face meetings, automatic texts and emails, and personalized communication from academic advisors. All parties have copies of the outline, so they know the method and timing of outreach efforts.

**Academic Advising**

At the recommendation of the Retention Committee, the academic advising team expanded from one and a half full-time advisors to five. Each academic advisor works directly with a Training Division Director and is the primary point of contact when faculty require support from an academic advisor. Directors and program faculty refer struggling students to their program academic advisor, who reaches out to the student to provide support, such as help with study and test-taking skills, time management tips, and any academic support the student needs.

**Surveys**

Davis Technical College uses various survey methods to receive feedback from students. Surveys are available at the end of each course, at 33% and 66% of program completion, and when a student stops attending. There are also posters around campus offering opportunities to complete anonymous feedback surveys. Davis Tech analyzes survey data to understand student trouble spots and continuously improve processes to ensure student success.

**Budget**

Student retention activities are funded through direct state appropriations.

**Sharing Information**

The retention committee shares information with faculty, staff, and students annually.



# NAVIGATE DAVISTECH

Davis Technical College Student Onboarding and Retention Outline

## **ACTIVATE**

### *Applications & Online Orientations*

- Student applies at Davis Tech via the Salesforce application.
- Student completes the Canvas Campus-Wide New Student Orientation Course.
- Student is accepted into the program.
- Student completes program specific enrollment requirements.
- Student meets with an advisor and is scheduled for a F2F orientation and a program start date.
- Student receives an auto-email directing them to complete the Canvas Program Orientation prior to the F2F orientation.

## **CALIBRATE**

### *F2F Orientation*

- Student appears on the Northstar roll for the F2F orientation they were assigned.
- F2F orientation:
  - Introduce them to instructors and fellow students.
  - Review the program expectations.
  - Add student to the *Program Student Lounge* and assign a faculty advisor.

## **ACCELERATE**

### *First Day and Faculty Checkpoints*

- Student begins the program.
- **Day 2:** the assigned faculty advisor meets with the student to check in and answer questions.
- **Day 12:** the faculty advisor ensures the student is engaged and wants to stay in the program. (If they do not, faculty directs them to an academic advisor for withdrawal or program transfer.)

*If a student is unable to attend the regularly scheduled F2F orientation time, faculty members are responsible for orienting them on the first day of class.*  
F2F = Face-to-Face



## 2023-2024 School Calendar

## Davis Technical College Non-Cohort Program Start Calendar Effective July 2023

July 23						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August 23						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September 23						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October 23						
Su	Mo	Tu	We	Th	Fr	Sa
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November 23						
Su	Mo	Tu	We	Th	Fr	Sa
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December 23						
Su	Mo	Tu	We	Th	Fr	Sa
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

January 24						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February 24						
Su	Mo	Tu	We	Th	Fr	Sa
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25	26	27	28	29		

March 24						
Su	Mo	Tu	We	Th	Fr	Sa
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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April 24						
Su	Mo	Tu	We	Th	Fr	Sa
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14	15	16	17	18	19	20
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28	29	30				

May 24						
Su	Mo	Tu	We	Th	Fr	Sa
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19	20	21	22	23	24	25
26	27	28	29	30	31	

June 24						
Su	Mo	Tu	We	Th	Fr	Sa
						1
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Start Weeks

School Holidays

Non Student

Calendar is updated on a yearly basis.  
Students can select any available start day during start week.  
Start dates only affect new students.  
Start weeks are highlighted blue.  
Holidays are highlighted yellow.  
Non Student days are highlighted green.  
Holidays/Non student days will be observed on start weeks.  
Individual program orientations held between start weeks.  
Existing students can enroll into their next course immediately.

### Programs affected

Advanced Automotive Technology  
Architectural and Engineering Design  
Automation and Robotics  
Automotive Technology  
Business Administrative Services  
CNC Machining  
Construction Technology  
Composite Materials Technology  
Cybersecurity  
Dental Assisting  
Diesel/Heavy Duty Technology  
Heating and Air Conditioning  
Information Technology  
Medical Coding and Billing  
Software Development  
Web and Graphic Design  
Welding Technology



Face-to-face Orientation Weeks: **Calibration Week** Start Weeks: **Acceleration Week**



## **Davis Technical College** **Retention Touchpoints Outline**

### Touchpoints in the First Six Weeks

When?	Outreach Method	Who?
Upon Acceptance	Admissions <b>Letter</b>	Salesforce
Calibration Week	<b>Face-to-Face</b> Orientation <ul style="list-style-type: none"> <li>Introduce students to instructors and fellow students.</li> <li>Review program expectations from the orientation syllabus</li> <li>Ensure student can access all accounts (computer login, Canvas, etc.).</li> <li>Add student to the <i>Student Lounge</i> and assign a faculty advisor.</li> </ul>	Faculty
First Day of Class	<b>Text</b> message: How to be successful on your first day/Tips for success	Salesforce
Week Two	<b>Email:</b> Hello! We hope you have a great second week at Davis Tech. Keep your progress up by attending class and working to hit your module end dates. If you need support or have questions, please stop by Student Services to meet with an advisor or click the link to schedule an appointment. (Link to advisors)	Salesforce
12-day Check-in	<b>Face-to-face</b> meeting (before 15-day drop) Faculty asks how the student is doing and if they feel this program is for them. If it is not, direct them to an academic advisor for withdrawal or program transfer.	Faculty
Week Three	<b>Text:</b> Congratulations! You have made it to the third week! Our academic advisors support your educational progress toward graduation here at Davis Tech. If you need to speak with an advisor, schedule an appointment by clicking the link (add the link here). We are so glad you are here!	Salesforce
Week Four	<b>Email:</b> Hello! We hope your fourth week is fantastic! As a student here at Davis Technical College, you are privileged to some incredible benefits like our on-campus Café, Print Center, Disc Golf Course, and Pickle Ball Court. You also qualify for a free UTA Bus Pass and free entrance to Weber State football games! Use the links below to learn more: <ul style="list-style-type: none"> <li>About Davis Tech: <a href="https://www.davistech.edu/about">https://www.davistech.edu/about</a></li> <li>Student Information: <a href="https://www.davistech.edu/student-information">https://www.davistech.edu/student-information</a></li> <li>Salon &amp; Spa: <a href="https://salon.davistech.edu/">https://salon.davistech.edu/</a></li> <li>Community Information: <a href="https://www.davistech.edu/community">https://www.davistech.edu/community</a></li> <li>Financial Aid: <a href="https://www.davistech.edu/financial-aid">https://www.davistech.edu/financial-aid</a></li> <li>UTA Bus pass: <a href="https://www.davistech.edu/uta">https://www.davistech.edu/uta</a></li> </ul>	Salesforce
Week Five (Exclude programs shorter than 5 weeks: CDL/CNA)	<b>Text:</b> Your fifth week has arrived! Keep up the steady progress. Did you know Davis Tech has a CARES center? It is a safe space for all students to access and utilize a variety of campus and community resources to foster success through acceptance, respect, and empowerment. It offers students financial, mental health, and physical resources. The CARES center is in the main building near the campus café. <a href="https://www.davistech.edu/student-resource-center">https://www.davistech.edu/student-resource-center</a>	Salesforce
Week Six (Exclude short programs: CDL/CNA)	<b>Email</b> survey – How are things going? Are there any resources you need?	Salesforce

### Ongoing Touchpoint

When?	Outreach Method	Who?
Weekly	<b>Weekly Discussion</b> (face-to-face or over Teams) asking the four questions: <ul style="list-style-type: none"> <li>What are you working on right now?</li> <li>When is your end date for this course?</li> <li>Where are the trouble spots in your current course?</li> <li>What can I do to support your learning?</li> </ul>	Faculty

### Trouble Spot Touchpoints

	When?	Outreach Method	Who?
Non-hybrid programs only	After three consecutive absences	<b>Text:</b> You have accumulated three consecutive absences at Davis Tech. After ten successive absences, you will be automatically withdrawn from the program, which may result in paying for your course again and potentially a reactivation fee. Speak to an academic advisor or instructor for support. Click this link if you would like to schedule a time to speak to an advisor. (link)	Salesforce
	After five consecutive absences	<b>Email:</b> You have accumulated five consecutive absences at Davis Tech. After ten successive absences, you will be automatically withdrawn from the program, which may result paying for your course again and potentially a reactivation fee. Speak to an academic advisor or instructor for support. Click this link if you would like to schedule a time to speak to an advisor. (link)	Salesforce
	After ten consecutive absences	<b>Email:</b> You have been withdrawn from Davis Technical College due to 10 consecutive absences. Please coordinate with your instructor before your return and then come to Student Services to re-enroll with an advisor. Let us know if you have any questions. Advisement Team 801-593-2500 Please complete the following withdrawal survey: What were the reasons you stopped attending Davis Technical College? Select all that apply: <ul style="list-style-type: none"> <li>- Childcare</li> <li>- Work Schedule</li> <li>- Tuition and fees</li> <li>- Understanding Materials</li> </ul>	Advisors
	Ten days without a schedule	<b>Text:</b> You have been withdrawn from Davis Technical College due to ten school days with no schedule. Please coordinate with your instructor before your return and then come to Student Services to re-enroll with an advisor. Let us know if you have any questions. Advisement Team: 801-593-2500. (include Advisors link)	Salesforce
	33% & 66%	<b>Text:</b> Link to college survey of services	Salesforce
	30 days without a schedule	<b>Email:</b> You have gone 30 days without a schedule in your Davis Tech courses. If you have financial aid, it will be dropped after 60 days and withdrawn after 120 days. Meet with Student Services to get your next course scheduled.	
	60 & 90 days without a schedule	<b>Text</b> link to the survey below: Please mark the reason that best matches why you have left Davis Tech: <ul style="list-style-type: none"> <li>• Financial reasons</li> <li>• Personal health issues</li> <li>• Issues with childcare</li> <li>• Lack of interest in the program of study</li> <li>• Schedule conflicts</li> <li>• Obtained a job in the industry</li> <li>• Other</li> </ul> Please provide further explanation of the above answer. Would you like to meet with a Davis Tech advisor to plan for re-enrollment?	Salesforce
	120 days without a schedule	<b>Text</b> link to the survey below: Please rate the following on a scale of 1-5, 1 being the worst and 5 being the best: <ul style="list-style-type: none"> <li>• Course content</li> <li>• Faculty member involvement in student learning</li> <li>• Scheduling options</li> <li>• Overall school environment</li> <li>• Support for struggling students</li> </ul> Please offer any further explanation of your above ratings. What could Davis Tech have done differently to help you finish your program of study?	Salesforce